



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON HEIDEBERG
UNIT 29237, APO AE 09102-9237

IMEU-HEI-HR

10 March 2007

MEMORANDUM FOR Sponsors of Incoming Directorate of Human Resources (DHR)
Employees and Incoming DHR Employees

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

1 REFERENCES:

- a. IMCOM Pamphlet 600-2
- b. IMCOM PAM 600-1

2. Sponsorship and Inprocessing:

- a. Sponsor tasks/advisements for all Inprocessing Personnel include:
 - (1) Welcome letter from assigned Work Load Supervisor upon arrival, (Encl 1)
 - (2) Provide IMA Pam 600-1, Work Force Development Programs, via link:
<http://www.ima.army.mil/demo/sites/one>
 - (3) Completion of the ONE (IMA PAM 600-2) training, via link:
<http://www.ima.army.mil/demo/sites/one>
 - (4) Interface with Local Garrison Housing Office (for temporary/permanent quarters/furnishings);
 - (5) Assist with Local Garrison Transportation Office (hold baggage, household goods, vehicle/POV);
 - (6) Assist with Banking and Postal Accounts (Postal Accounts must be established prior to the PCS from CONUS, the employee needs an address for all Inprocessing activities, typically requires a memorandum from the Work Load Supervisor to the local Post Master;
 - (7) Assist with Sponsoring the initial AKO e-mail account;
 - (8) Assist with USAREUR Drivers Testing and Licensure, TMP Drivers License;
 - (9) Assist with Inprocessing Training Center Military/Civilian Inprocessing; Introduce to online DA Substance Abuse Awareness Training: USAG Heidelberg Army Substance Abuse Program, as reflected by the Heidelberg Garrison CPAC: Living and Working Overseas
 - (10) Introduce to CHRA-Europe's section on Inprocessing for comprehensive information: <http://cpolrhp.belvoir.army.mil/eur/overseas/index.htm>
 - (11) Provide support in setting up My Pay, Army Benefits Center (CPAC), etc., accounts;
 - (12) Review Publication: Sponsorship: AE 600-8-8 regulation, DA Form 5434, Welcome to Europe Guide (in PDF format). Lists DOD Sites, LQA and so on, per CHRA-Europe:
http://www.per.hqusareur.army.mil/CPD/Civilian_Sponsorship/Default.aspx

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

b. Inprocessing Essentials:

- (1) AKO registration and e-mail account development. Army Knowledge Online
- (2) CAC Card establishment, in vivo, at ID Card Section of local Garrison.
- (3) Computer User Test/UATP Training Online UATP :: Information Technology Training Program (ITTP)
- (4) Information Assurance Training/UATP Online UATP :: Information Technology Training Program (ITTP)
- (5) My Biz/CPOL Portal Online Civilian Personnel On-Line
- (6) NSPS 101, Online NSPS - National Security Personnel System. NSPS - National Security Personnel System
- (7) NSPS Town Hall Meeting, in vivo; refer to local Town Hall Schedule.
- (8) ATAAPS Registration and training (complete DD Form 2875), online and in vivo. ATAAPS Home Page
- (9) Constitution Day and Citizenship Training, Online.
<http://constitutionday.cpms.osd.mil/>
- (10) Composite Risk Management Training, Online.
<https://safetylms.army.mil/courses/c1554/eoc.asp>
- (11) Training in the Prevention of Sexual Harassment (TIPOSH), in vivo class, local garrison Human Resources, or online refresher course. Preventing Sexual Harassment
- (12) EEO, in vivo, local Garrison EEO Manager/Human Resources and/or online, Preventing Sexual Harassment .
- (13) SAEDA Brief, in vivo, Local Garrison Safety Office
- (14) Anti-Terrorism, Level 1 Certification, Online. Anti-terrorism Training
- (15) Force Protection, in vivo, local Garrison Safety Office.
- (16) HIPPA training, Online. MHS Learning Management - Login
- (17) Operational Security, in vivo, Local Garrison Safety Office.
- (18) Ethics (local Garrison SJA), in vivo.
- (19) Environmental Management System (EMS), in vivo, local Garrison DPW/EMS Office.
- (20) ASMIS-2: POV/TMP risk management registration and training. USACRC Online Learning
- (21) Defense Travel System training, online. Defense Travel System - Welcome to DTS
- (22) CHRTA registration and subsequent NSPS Performance Management Training. Civilian Human Resource Training Application System (CHRTAS)
- (23) Employee Safety/Driver Safety. USACRC Online Learning
- (24) The Manager Safety for supervisors of supervisors:
<https://safetylms.army.mil/librix/loginhtml2.asp?v+usasc>
- (25) The Supervisor Safety Training:
<https://safetylms.army.mil/librix/loginhtml2.asp?v+usasc>

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

(26) The Employee Safety Course:

<https://safetylms.army.mil/librix/loginhtml2.asp?v=usasc>

(27) All driver's of TMP vehicles must take the Vehicle Accident Avoidance Course:

<https://safetylms.army.mil/librix/loginhtml2.asp?v=usasc>

(28) Personnel Recovery Training on CD

(29) Register in Emergency Contact Information on My Biz in case of emergency

3. Additional online or in vivo training specific to the work assignment activity will need to be identified IAW those rules governing the activity and Encl 3.

4. The USAG Heidelberg typical Inprocessing activities and resources include:

a. CPF/ITC Mandatory Briefing in accordance with U'R CG Policy #13: Sponsoring and Inprocessing, 2 Aug 06

b. **Housing:**

· Housing Division: 387-3346

Monday-Wednesday, 0800-1600; Thursday, 1000-1600; Friday, 0800-1400

· Facilities Management Branch: 387-3336/3333

· General/Senior Officer Branch: 387-3345

· Housing Referral Office: 387-3302

· Housing Services Branch: 387-3346/3302

· Leased Housing: 387-3294/3301

· Unaccompanied Personnel Housing: 387-3317

Guesthouse (transient billets): Building 4527, Patrick Henry Village: 370-1700 or 388-9387. Administration office: Monday-Friday, 0730-1630. Reception Desk/reservations: 24 hours daily. e-mail: guesthouse@26asg.heidelberg.army.mil

c. **Installation Access:**

IACS (Installation Access Control System) - Building 3850, Shopping Center, Room 180: 370-6894. Monday through Friday, 0830-1630 (open during lunchtime)

ID Cards - Building 3850, Shopping Center, Room 123: 370-7535: Personnel. Monday, Tuesday, Wednesday, Friday, Walk-ins 0800-1530, Thursday, 0800-1230 walk-ins, 1300-1500 scheduled appointments only. Open daily during lunchtime.

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

Installation Pass Office (IACS): The Heidelberg community issues installation passes to individuals who require access to USAREUR installations in the USAG Heidelberg (former 26th ASG) footprint. Walk-ins must bring valid identification, (passport/Ausweis), a completed Installation Pass Application ((AE Form 190-16: AEPUBS MAIN) with the signature of verifying official, and a Host Nation Police Good Conduct Check, if required. There are two categories: Family members and guest visitors - Central In-Processing Facility, Building 3850, Room 180, Shopping Center: 370-4227/6894 or civilian (06221)57-4227/6894, M-F, 0830-1615; closed U.S. holidays. Contractors and official guests: Building 3962, DPW Compound, across from the shopping center: 370-3312/3314 or civilian (06221) 57-3312/3314; Fax 370-3302 M, T, W, F, 0830-1630; Th, 0830-0930 and 1130-1630; closed for training 0930-1130; Closed U.S. holidays.

d. **Drivers Services:**

Drivers licenses: (Drivers Testing Station) Building 3850, Room 136, Shopping Center: 370-7889/6681. M, W, F, 0730-1130; 1230-1630; Th, 1230-1630

International drivers license: (Heidelberg residents only): Bergheimer Strasse 69, 69115 Heidelberg: (06221) 581763/64/65/66. M, T, Th, F, 0800-1200; W, 0800-1730

e. **POV Information:**

USAREUR Vehicle Registration: Building 333, Room 216, Taylor Barracks Mannheim: 386-7280/7299. Monday-Friday, 0745-1600

Vehicle (POV) Inspection Station: Building 3981, Directorate of Public Works Compound (across from the Heidelberg shopping center): 370-8845. M-W, 0800-1400; Th, 1100-1800; F, 0800-1300. No inspections on German/American holidays

Vehicle (POV) Registration: Building 3987, Directorate of Public works Compound (across from the Heidelberg shopping center): 370-9485/9484 Monday-Wednesday, 0800-1400; Thursday, 1100-1700; Friday, 0800-1300.

Car Rental (Sixt): Building 3860-A, Heidelberg Shopping Center: (06221)184880 Monday-Friday, 0900-1800; Saturday, 1000-1400.

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

f. **Transportation, Directorate of Logistics:**

- Transportation Officers: Heidelberg - Building 3850, Room 268, Shopping Center: 370-7720/6011/6911
- Personal Property (Inbound) - Building 3850, Room 180, Shopping Center: 370-8536/6347. M-F, 0800-1600 (closed 1200 - 1300)
- Personal Property (Outbound) - Building 3850, Room 266, Shopping Center: 370-8126/7495. M-F, 0800-1600 (closed 1200 - 1300)
- CPSO Inspectors: Heidelberg - 370-6347/8536
- Passenger Movement Branch (Official Travel) - Building 3850, Room 269, Shopping Center: 370-6481/6949. M-W, F, 0830-1530 ; Th, 1300-1530 (For emergency service on holidays call 370-6949/6481 or (06221) 57-6949/6481. Emergency leave cases may come in at 0730.)

g. **Banking:**

- · Community Banks: Campbell Barracks, Building 31N: 370-8335/3146; civilian (06221) 34460 Monday-Friday, 0930-1600
- · Shopping Center, Building 3803: 370-8580; civilian (06221) 600861/600862/600863, M, T, W, F, 0930-1600; T, 1030-1700; Sat, 1000-1330

h. **Postal Services (APO and others):**

- Shopping Center, Building 3850: 370-8032/8201, M, T, W, F, Sat, 1000-1600; Th, 1200-1800
- Patrick Henry Village, Building 4794: 388-9237, M-W, F, 0930-1600; T, 1200-1600
- Tompkins Barracks, Building 4236: 379-6374, T, 0900-1300, 1400-1600; Th, 1200-1800

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

h. **Civilian Personnel Advisory Center:**

Civilian Personnel Advisory Center - Building 3980, across the street from Shopping Center M-W and F, 0900-1200 appointments, 1300-1500, walk-ins; Th, 1300-1500, Customer Assistance: 370-8514/1630 or online:

CPAC: Heidelberg.CPAC@eur.army.mil

NAF: Heidelberg.NAF@eur.army.mil

Darmstadt.NAF@eur.army.mil

Mannheim.NAF@eur.army.mil

Kaiserslautern.NAF@eur.army.mil

When calling from the United States dial 011-49-6221-57-xxxx (add the last four numbers of the extension you are calling).

Appropriated Fund (AF): DSN: 370-1630/8514 CIV: 06221-57-1630/8514

Non-Appropriated Fund (NAF): DSN: 370-7500 CIV: 06221-57-7500

Local National (LN): DSN: 370-7381 CIV: 06221-57-7381, DSN: 370-7383
CIV: 06221-57-7383

US:

Civilian Personnel Advisory Center
Heidelberg
Unit 29351, Box 180
APO AE 09014-0180

German:

Amerikanisches Personalbüro
Czernyring 11
Geb. 3980
69115 Heidelberg

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

5. The USAG Mannheim typical Inprocessing activities and resources include:

a. CPF/ITC Mandatory Briefing in accordance with U'R CG Policy #13: Sponsoring and Inprocessing, 2 Aug 06

b. **Housing Division:** Email: aeusg-ma-eh1@mannheim.army.mil

- 385-2449/2358 (Family Housing)
- 385-2793/2252 (Housing Referral)
- 385-2545/3620 (Unaccompanied Housing)
- 385-2253 (Lost Keys)

Sullivan Bks, Bldg. 255, 2nd floor: M-W, F 0730-1200, 1230-1630, Th 1030-1200, 1230-1630

- Franklin Guest House BFV, Bldg. 312 . 380-1700/9218, M-F 0600-0000; Sa, Su and U.S. Federal Holidays 0800-0000. **NO PETS!!**

- Administration office: Monday-Friday, 0730-1630. Reception desk reservations: 24 hours daily. e-mail: franklin.guesthouse@cmtymail.26asg.army.mil

c. **Installation Access:**

d. **IACS:** (Installation Access Control Office) Hub: Building 724a, Birkenauer Strasse, 68309, (outside the fence by the bowling), 380-9144
M, Tu, W, F, 0800-1600, Th 13:00-16:00 (open during lunchtime)

e. **ID Cards:** Sullivan Bks, Bldg. 255, Room 115 , 385-3104, M to F 0800-1200, 1300-1600; best to come before 15:30, closed during lunch hour 12:00-13:00

f. **Installation Pass Office (IACS):** Central In-Processing Facility, Bldg. 255, Room 120, Sullivan Barracks: Monday through Friday, 0830-1615; 385-2044, closed U.S. holidays. The Mannheim community issues installation passes to individuals who require access to USAREUR installations in the USAG Heidelberg (former 26th ASG) footprint. Walk-ins must bring valid identification, (passport/Ausweis), a completed Installation Pass Application (AE Form 190-16: AEPUBS MAIN) with the signature of verifying official, and a Host Nation Police Good Conduct Check, if required. There are two categories: Family members and guest visitors -

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

h. Vehicle Registration: MANNHEIM FIELD REGISTRATION STATION

Taylor Bks, Bldg. 348381-7384/7040, 381- 8586 (FAX) M-W 0800-1500; F 0800-1400; Th 1200-2000

- USAREUR Vehicle Registry (USAREUR): Taylor Bks, Bldg 335, 386- 7280/7299 FAX 386-7273, M-F 0815-1630 NOTE: All vehicle registration services EXCEPT issue of temporary plates for used vehicles.

- Vehicle (POV) Inspection Station: Building 3981, Directorate of Public Works. Compound (across from the Heidelberg shopping center): 370-8845 Monday-Wednesday, 0800-1400; Thursday, 1100-1800; Friday, 0800-1300 (No inspections on German or American holidays)

- Car Rental (Sixt) BFV, Bldg. 186, 0621-734155, M, Tu, Th, F 0900-1830; Weekends closed

i. **Transportation, Directorate of Logistics:** All personal property shipments. Initial In processing is in Rm. 307, all other inbound services are in Rm. 307/8. All outbound services are in rooms 302/307. Quality control personnel are located in Bldg. 252, Rooms. 2/17. Closed U.S. Federal Holidays and only limited service on German Holidays. Sullivan Bks, Bldg. 255 (Unless noted otherwise)

- Transportation Officer Room 306-385-3309/3883, M-Th 0730-1200, 1300-1600 (F – 1555). Exceptions to Policy & Retiree Extensions ONLY!

- Inbound processing/POC for Deployment Briefings: Rm.307 385-3435/2485, M-Th 0730-1200, 1300-1600, F 0730-1555. Should have initial briefing within 2 days after In processing. Need all paperwork from last duty station. Once completed, next contact with Inbound is Rooms. 307. Mannheim - 385-2190/2191

- Inbound: Room 307. 385-3435/2485. M-Th 0730-1200, 1300-1600, F 0730-1555.

- All inbound record and changes necessary for quarters delivery address. Also exceptions to policy for bringing over POVs after arrival and shipment diversions to Mannheim.

- Outbound Counselors Rooms 302/307/308/309, 385-2015/3288/2020, FAX 385-2016. M-Th 0730-1200, 1300-1600, F 0730-1555.

- CPSO Inspectors: Mannheim - 385-2190/2191

Mail reimbursements are an alternative method which must be approved by the Transportation Officer prior to mailing item to the states and then requesting government reimbursement.

j. **BANKING FACILITIES**

- Community Bank: Sullivan Bks, Bldg. 250, 385-2615 Recording Only Customer Service 385-2340, 0621-72515, M-F 0930-1600; Th 1100-1800; Sa 1000-1330, Closed German Holidays.

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

- Community Bank: Coleman Bks, Bldg. 50, 382-4187 M-F 0930-1600; Th 1100 1800, Closed German Holidays
- Service Credit Union: Sullivan Bks, Bldg. 250, 385-2301/2216; 0621-730-2301/2216, M-F 0900-1700; Sa 1000-1300, To check balance/deposit info : 489-7548, Closed U.S. Federal Holidays

k. **Postal Services (APO and others):**

APO'S also provide mail by appointment service to customers with five (5) or more parcels.

- Coleman Bks, Bldg. 49 382-5220, M-F 0930-1600
- BFV, Bldg. 315, 380-9529, TU, W, F 1000-1600; TH 1200-1800; SA 0900-1500
- Sullivan Barracks, Bldg. Boxes open 24/7, Package pick-up hours: 08:30-10:00, 11:30-13:30, 15:30-17:00, **Inprocessing: only** from 08:30-10:00

l. **Civilian Personnel Advisory Center:** Building 3980, across the street from Shopping Center Monday-Wednesday and Friday, 0900-1200, appointments, 1300-1500; walk-ins: Thursday, 1300-1500, Customer Assistance - 370-8514/1630 or online: CPAC Heidelberg

CPAC: Heidelberg.CPAC@eur.army.mil

NAF: Heidelberg.NAF@eur.army.mil
Darmstadt.NAF@eur.army.mil
Mannheim.NAF@eur.army.mil
Kaiserslautern.NAF@eur.army.mil

When calling from the United States dial 011-49-6221-57-xxxx (add the last four numbers of the extension you are calling).

Appropriated Fund (AF): DSN: 370-1630/8514, CIV: 06221-57-1630/8514

Non-Appropriated Fund (NAF): DSN: 370-7500, CIV: 06221-57-7500

Local National: DSN: 370-7381, CIV: 06221-57-7381 DSN: 370-7383, CIV: 06221-57-7383

US: CPAC, Heidelberg, Unit 29351, Box 180, APO AE 09014-0180

German: Amerikanisches Personalbüro, Czernyring 11, Geb. 3980
69115 Heidelberg

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

m. **EMERGENCY PHONE NUMBERS:**

	<u>Military</u>	<u>Civilian</u>
Operator	0	0621-730-0
German Emergency	99-110	110
Military Police	114	0621-730-114
Facility Engineers	115	0621-730-115
Ambulance	116	0621-730-116
Fire	117	0621-730-117
Telephone Repair	119	N/A
Information	113	0621-730-113
German Information (Within Germany)	99-11833	11833
German Information (Outside Germany)	99-11834	11834
German Information (English Speaking)	99-11837	11837
American Red Cross after Hours DSN:	431-2334, 07031-15-334	

n. The Defense Switch Network (DSN) is used by the U.S. Military in Europe. You may call directly from one DSN phone to another, regardless of prefix. CIV stands for the civilian German telephone lines. To call one phone from another with the same prefix, simply dial the number without the prefix. To call one CIV phone from another with a different prefix, dial both the prefix and the number. To call a DSN phone from a CIV phone, you must use the Military access codes below.

(Mannheim)	DSN 380, 381, 385-XXXX = CIV 0621-730-XXXX
	DSN 375-XXXX = CIV 0621-487-XXXX
Coleman)	DSN 382-XXXX = CIV 0621-779-XXXX
(Spinelli)	DSN 384-XXXX = CIV 0621-730-XXXX
(Taylor)	DSN 386-XXXX = CIV 0621-718-XXXX
(Shopping Center)	DSN 370-XXXX = CIV 06221-57-XXXX
(CPAC)	DSN 370-XXXX = CIV 06221-57-XXXX
(Campbell Barracks)	DSN 370-XXXX = CIV 06221-57-XXXX
(MTV)	DSN 370-XXXX = CIV 06221-57-XXXX
(Tompkins Barracks)	DSN 379-XXXX = CIV 06202-80-XXXX
(Patton Barracks)	DSN 373-XXXX = CIV 06221-17-XXXX
(HD Army Airfield)	DSN 373-XXXX = CIV 06221-17-XXXX
(HD PHV)	DSN: 388-XXXX = CIV 06221-338-XXXX
(Schwetzingen)	DSN 379-XXXX = CIV 06202-80-XXXX
(HD Army Hosp)	DSN 371-XXXX = CIV 06221-17-XXXX
(HD DPW Compound)	DSN 387-XXXX = CIV 06221-4380-XXXX
(Keyes Building)	DSN 377-XXXX = CIV 06221-394-XXXX
(Hammonds Barracks)	DSN 375-XXXX = CIV 0621-487-XXXX
From a Military Class A, line, to a civilian phone, dial 99 first.	

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

International Calls

To the US 001 + area code + number

Collect to the US 0180-200 10 33, wait for operator

From the US 011 + 49 + (city code without the 0) + number

Hospitals

US Army MEDDAC Hospital Emergency, (toll free 0130-847947) 06221-17-2891/2757

Mannheim Klinikum (University Hospital) 0621-3830

6. The USAG Darmstadt typical Inprocessing activities and resources include:

a. CPF/ITC Mandatory Briefing in accordance with U'R CG Policy #13: Sponsoring and Inprocessing, 2 Aug 06

b. LODGING/TEMPORARY HOUSING:

- Bldg. 4029, (Jefferson Village)
- The Patriot Inn
- DSN: 348-1700
- HOURS: Mon.-Fri. 0730-2100; Sat. & Sun 1300-2100

c. HOUSING:

- Appliance Inspector 344-7222
- Facilities Branch/Project Mgr 344-7982 344-7693
- Family Housing Services 348-6832 348-7251
- Furnishing Mgt Off. 344-6150 344-6291
- Furniture Pick Up 344-7113
- Housing Inspectors 344-6545
- UPH (Unaccompanied Housing) 348-6102
- OFF POST HOUSING (CHRRSSO)
- Bldg. 4029 (CFK) Room 116
- DSN: 348-6887
- HOURS: Mon-Fri 0730-1630, Sat 0800-1400

d. Installation Access:

- ITC (In-processing/Out-processing): Bldg 4029 (CFK)
- DSN: 348-6121 Hours: 0730-1630
- ID CARD/PASSPORTS
- Bldg. 4029 (CFK) DSN: 348-7383
- By Appointment Only

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

e. **Drivers Services:**

- USAREUR Drivers Testing and Licensure, TMP License
- Bldg. 4025 (CFK)
- DSN: 348-6190
- Schedule and Information Available in Office

f. **POV Information:**

- VEHICLE INSPECTION
- BLDG. 4010 (CFK)
- DSN 348-6462/7109
- HOURS: Mon., Wed., Thurs., 0730-1130, 1300-1530; Fri., 0730-1130
- VEHICLE PICK-UP/SHIPPING POINT
- Mainz Kastel
- PHONE: DSN 334-2723
- CIV 06134-69303/604-723
- HOURS: Mon.-Fri. 0800-1700
- Inbound 0800-1600
- Outbound 0800-1530
- VEHICLE REGISTRATION
- BLDG. 4010 (CFK)
- DSN 348-6192/6194
- HOURS: Mon.-Wed. 0800-1600; Thurs. 0900-1700; Fri. 0800-1200
- (If last working day of the month is M, T, W or F: 0800-1130)
- (If last working day of the month is TH: 0900-1300)

g. **Transportation, Directorate of Logistics:**

- Bldg. 4006 (CFK)
- (Inbound)
- DSN 348-6188
- HOURS Mon.-Thurs. 0730-1200, 1300-1615; Fri. 0730-1200, 1300-1500
- (Outbound)
- DSN 348-7407
- HOURS: Mon.-Thurs. 0730-1200, 1300-1600; Fri. 0730-1500

h. **Banking:**

- Community Bank:
- Bldg. 4037 (CFK)
- DSN 348-6195/6196
- HOURS: Mon -Wed.; Fri. 0900-1600; Thurs. 1100-1700;
- Sat. 0930-1300; Closed German Holidays
- Credit Union:

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

- Bldg. 4037 (CFK)
- DSN 348-6260

i. **Postal Services (APO and others):**

- COMMUNITY MAIL ROOM (CMR)
- BLDG. 4034 (CFK)
- PHONE: CIV 06151-69-6556
- DSN 348-6556
- HOURS: Mon.-Fri 1200-1800

j. **Civilian Personnel Advisory Center:** Building 3980, across the street from Shopping Center Monday-Wednesday and Friday, 0900-1200, appointments, 1300-1500; walk-ins: Thursday, 1300-1500

Customer Assistance - 370-8514/1630 or online: CPAC Heidelberg

CPAC: Heidelberg.CPAC@eur.army.mil

NAF: Heidelberg.NAF@eur.army.mil
Darmstadt.NAF@eur.army.mil
Mannheim.NAF@eur.army.mil
Kaiserslautern.NAF@eur.army.mil

When calling from the United States dial 011-49-6221-57-xxxx (add the last four numbers of the extension you are calling).

Appropriated Fund (AF):

DSN: 370-1630/8514

CIV: 06221-57-1630/8514

Non-Appropriated Fund (NAF):

DSN: 370-7500

CIV: 06221-57-7500

Local National (LN):

DSN: 370-7381

CIV: 06221-57-7381 DSN: 370-7383

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

7. 7. The **USAG Kaiserslautern** typical In-processing activities and resources include:

a. **CPF/ITC:** Mandatory Briefing in accordance with U'R CG Policy #13: Sponsoring and In-processing, 2 Aug 06

b. **Housing Division:**

Vogelweh Housing Area, Building 1001 (Across from Ramstein Inn and USO)

Open Mon-Thu 0730-1530, Fri 0730-1400, Closed German and US Holidays

- Housing Assistance 489-6671/2, 0631.536.6671/2
- Housing Facilities 489-7157/7108, 0631.536.7157/7108
- Housing Referral 489-6659, 0631.536.6659/6643

c. **Furniture Management Office (FMO):**

Einsiedlerhof (On B-40), Building 720; 489-6153/6157/6018/6017, 0637.524.489

- Mon-Fri 0715-1430 walk in
- Mon-Thu 1500-1630 appointments

d. **Facilities Management Branch :** Kleber Kaserne

- Building Structural Office: 483-8929
- Department of Public Works: 483-7315

e. **Lodging/Temporary Housing:** Ramstein Inns,

- Ramstein AFB
Central Reservations, Building 305, Room 12, 480-4920, 06371.47.4920
Mon-Fri 0730-2000
Dormitory Reception, Building 2413, 480-3676, 06371.47.3676
Ramstein Inn, Building 305, 480-4960/50/40, 06371.47.4960/50/40
General Cannon Hotel (VIP & DV only), Building 1018, 480-7411, 06371.47.7411, call Central Reservations for booking
- Landstuhl Medical Center, Building 3752, 491-4610/4617, 06371.907.4610/4617
- Sembach Lodging, Building 216, 4996-8510, 06302.6810
- Vogelweh Lodging, Building 210, 489-8910, 0631.536.8910

f. **Installation Access:**

(1). **IACS** (Installation Access Control System):

- Ramstein AFB, Building 2106 480-5631
- Room 117
- Mon-Thu 0730-1800 Fri 0730-1500

(2) **ID Cards:**

- Ramstein AFB, Building 2106, Room 117 480-5631, 06371.47.5631
Mon-Thu 0730-1800 Fri 0730-1500

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

- Kleber Kaserne, Building 3245, Room 103 483-7662, 0631.411.7662
Mon-Fri 0800-1530

g. **Driver Testing/Licenses:** (Drivers Testing Station)

- Ramstein AFB, Building 2106, Room 201
Monday-Tue, Thu-Fri 0730-1500, Wed 0730-1300
Drivers Testing by Appointment only
Mon, Wed, Thu 0715; Tue 1215, 480-2394/5534
Fri Re-test only: 06371.47.2394/5534
- Daenner Kaserne, Building 3107, 2nd Floor
Driver's Orientation, Mon & Fri 0800 at Daenner Testing Station and Wed at the
ITC (Building 3109)
Road & Written Test by appointment only 483-7332/7482, 0631.411.7332/7482

h. **International driver's license:**

Contact Ramstein Drivers Testing for information. License issuing facility depends upon your housing location.

i. **POV Information:**

(1) **USAREUR Vehicle Registration:**

Kapaun, Building 2806, Mon-Fri 0700-1545 (walk-ins) 489-7542/7729

Mon-Fri 0700-1500 (appts) 0631.536.7542/7729

www.ramstein.af.mil

(2) **Vehicle (POV) Inspection:**

Kapaun, Building 2807, Mon-Fri 0700-1545 (walk-ins) 489-6400,

Mon-Fri 0700-1500 (appts) 0631.536.6400, Open first Wed of the month until 2130.

(3) **Car Rental** (Europa): Am Kohlwaldchen 7, 06371.71.088, 66877 Ramstein

k. **Transition Assistance Office:** Family Support Center Transition Assistance,
Ramstein Building 2120 480-5907/5900/5100, 06371.47.5907

l. **Transportation, Directorate of Logistics:**

- Daenner Kaserne Building 3107 Room 208
- Mon-Fri 0730-1200, 1230-1530
- Inbound: 483-7751, 0631.411.7751
- Outbound: 483-7587, 0631.411.7587

m. **CPSO Inspectors/Q.C. Quality Control:** 0162-272-6702

n. **Automation:** 489-8592

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

o. **AKO Help Desk:** 703-704-4357, DSN 312-654-4357

p. **BANKING:**

(1) Community Banks – Member of Bank of America System:

(a) Kleber, Building 3203, 483-6295, 0631.42071, Mon-Fri 0930-1600

(b) Landstuhl: Building 3774, 486-7930, 06371.9080, Mon-Fri 0900-1600

(c) Miesau, Building 1345, 486-3565, 06372.7771, T & F 0930-1300, 1400-1600

(d) Ramstein: Building 1101 (near BX), 480-6538, 06371.59050, Mon-Fri 0930-1600, Sat 0900-1300,

(e) Vogelweh: Building 2011 (above the PowerZone), 489-6100, 0631.351080, Mon-Fri 0930-1600, Sat 0930-1300, Paydays 0900-1600

(2) Service Credit Unions

(a) Pulaski, Overseas Contact Center, Building 2874, 489-6301/7051, 0631.351.2030, their 24/7 Call Center 00800.4728.2000

(b) Ramstein, Building 2410, 480-5556/2425, 06371.463.9600
Mon-Fri 0900-1700, Sat 1000-1300

(c) Vogelweh, Building 2011, 489-6335/6336, 0631.535.6500
Mon-Sat 1000-1800

q. **Post Offices:**

- **Daenner**, Building 3106, 483-7296, 0631.411.7296
Mon-Fri 1000-1600

- **Kapaun**, Building 2763, 489-6744, 0631.536.6744
General Delivery, Mon-Fri 1000-1700
Financial Services, Mon-Fri 1000-1600, Sat 1000-1300
Claims, Mon-Fri 1000-1600

- **Landstuhl**, Building 3766 (Hospital), 486-8131/7363 06371.86.8131
Mon-Fri 1000-1600
Mail/Parcel Pick Up (Mail Room), 486-7290
Mon-Fri 0730-0830 (Official Mail), Mon-Fri 0730-1700 (Pick Up)
Accountable Cage, 486-7988
Supervisor, 486-8148

- **Ramstein**, Building 426 (North Side), 480-7857, 06371.47.7857
Financial Services, Mon-Fri 1000-1700, Sat 1000-1300
Parcel Pick-Up, Mon-Fri 1000-1700, Sat 1000-1300
Mail Pick-Up (Southside) Building 2110, 480-5465/2490 06371.47.5465
Mon-Fri 1000-1730, Sat 1000-1300

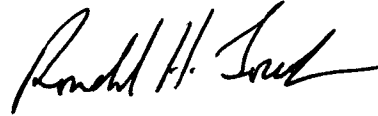
r. **Civilian Personnel Advisory Center:**

Pulaski Barracks, Building 2925 Wing B, 489-7992, 0631.536.7992/7052,

IMEU-HEI-HR

SUBJECT: Sponsorship and Inprocessing of Directorate of Human Resources Personnel

Mon-Fri 0800-1200 by appt only, Mon-Fri 1300-1500 walk-ins, (Support in setting up My Pay, ABC-C, etc., accounts).

A handwritten signature in black ink, appearing to read "Ronald H. Joseph". The signature is fluid and cursive, with a long horizontal stroke at the end.

RONALD H. JOSEPH
Director of Human Resources

3 Encls

1. Sponsor Inprocessing Checklist
3. Employee Orientation Guide
4. ONE Survey Form

SPONSOR INPROCESSING CHECKLIST

INSTRUCTIONS: All employees arriving to the organization must in-process through the stations outlined below or **(similar offices at your location)**. It is the responsibility of the employee's supervisor to make sure the employee properly in-processes. If an item below applies to an individual, the signature or stamp of the in-processing official whose name appears in parentheses must be obtained. ***If an item does not apply to the employee, the employee's supervisor may indicate N/A.*** When all stations have been in-processed, the employee signs and dates the form and returns it to their Directorate Human Resources (DHR), Military Personnel Division (MPD) or designated personnel office.

NAME	SSN	DATE
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LAST STATION	NEW OFFICE
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DATE OF BIRTH	PLACE OF BIRTH
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HOME ADDRESS

HOME PHONE

OFFICE AND DESK KEYS (OFFICE KEY CONTROL OFFICER) _____

GOVERNMENT PURCHASE CARD? (SUPERVISOR AND DESIGNATED POC)

HAND RECEIPT (SUPERVISOR OR, IF PHRH, MSO PBO) _____
--

DATE OF LAST ANNUAL/SPECIAL EVALUATION (DHR or DESIGNATED PERSONNEL POC) _____
--

CAC CARD (ID CARD OFFICE) _____

REQUIREMENT FOR OFFICIAL PASSPORT? (DHR/MPD OR MSO PERSONNEL)

FORWARDING ADDRESS (DHR/MPD/MSO PERSONNEL)

EMERGENCY CONTACT DATABASE (VOLUNTARY; GO TO www.cpol.army.mil)

DOD BUILDING PASS (DHR/MSO/MPD/ OR DESIGNATED OFFICE FOR CONTRACTOR) _____
--

SECURITY BRIEFING (Inprocessing Center) _____

TRAVEL VOUCHER/ADVANCE (DESIGNATED BUDGET OFFICER)

ADD NAME TO PHONE ROSTERS (DHR ADMIN ASST) _____

EMAIL SUPPORT COORDINATOR (IMO) _____

GOVERNMENT TRAVEL CARD, IF REQUIRED (RM) _____

TELEPHONE VOICE MAIL PASSWORD _____

SF 181 (VOLUNTARY; TURN INTO EEO) _____

DHR NAMETAG _____

LAST POSH TRAINING _____

LAST SAEDA BRIEFING _____

LAST SECURITY AWARENESS BRIEFING _____

LAST ANTITERRORIST AWARENESS TRAINING _____

LAST ETHICS BRIEFING _____

NEWCOMERS ORIENTATION _____

HQDA SUSPENSE TRACKING SYSTEM TRAINING _____

ANY COMMENTS TO IMPROVE EMPLOYEE INPROCESSING? _____

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

ORIENTATION FOR NEW EMPLOYEE

NAME OF DIRECTORATE

Provide an overview of the branch's function, use an organizational chart. Include the relationship of the branch to other branches within HQIMCOM and the Regions, Army Transformation and the IMCOM mission.

Provide a tour of the facility (location of restrooms, water fountain, vending machines, lounge, and coffee pot).

Copy machine and fax use.

Discuss Agency's dress expectations.

Discuss Branch's hours, including lunch and breaks.

Review fire and other emergency procedures.

Show employee where supplies are kept.

Tour the building and immediate area and introduce the new employee to other staff members.

Introduce the new employee to office staff, sponsor, security manager, and Activity Career Program Manager. Activity Career Field Manager (if applicable).

Review your office's policies and procedures including:

- Chain of Command
- Working hours
- Telephone, e-mail, and Internet use
- Office organization (files, supplies, etc.)
- Office resources (directories, dictionaries, style manuals, computer program manuals, staff listing, etc.)
- Staff meetings
- Accountability
- Customer service philosophy
- Confidentiality/Protection of sensitive and classified government information
- EEO Training (Ethics, TPOSH, Anti-Terrorism, Sexual Assault, etc.)
- Physical Training (Military)
- Emergency Procedures/Sick Call (Military)
- Duty Roster
- Accidents on-the-job reporting
- Training/Individual Development Plan (IDP)
- Career Program/Career Field Requirements

- Travel/TDY/DTS
- Government vehicles (if applicable)
- OPSEC

Branch Name & Address

ATTN:

Street Address

City, State, Zip Code

(UPS/FEDEX) Address (if applicable)

Review vacation/sick/personal leave policies.

After-hours and weekend office access.

Office safety issues.

Review computer competency:

- Overview of policies and procedures, including confidentiality and privacy issues
- Assessment of knowledge of and comfort with department's hardware and software
- Hardware: turning on, backing up, printing, shutting down, etc.
- Software: Word, Excel, PowerPoint or other programs needed by the position
- File servers (H Drive and J Drive)
- E-mail, Internet

Discuss weekly tasker sheet updates.

Discuss Branch's current projects and who is doing each (use handout).

Review IMA branch's standard office briefing.

Review PowerPoint template, Info Paper format, Exsum format, and Staff Action Summary (SAS) format.

**Installation Management Command Europe
Orientation for New Employees (ONE) Completion Survey**

Installation Name _____ Date _____

Please rate the ONE Program on the following scale. (When applicable).

Strongly Disagree – 1 2 3 4 5 – Strongly Agree

1. The ONE information presented was clear and concise. _____

If no, please explain.

2. The information provided in the ONE package was helpful. Yes or No

If no, please explain.

3. A sponsor was assigned to assist me during my orientation process. Yes or No

4. Did you receive a welcome letter when you in-processed. Yes or No

5. Was checklist provided easy to follow? Yes or No

6. Have you completed the Organization's ONE training class? Yes or No

If no, are you scheduled?

Please identify any area of improvement, if any, to make this ONE program better.

Please forward completed copies of the survey to your Region's HR Office, via the Garrison DHR or designated representative within 45 days of the employees' assignment to the organization.